



Role Job Description

Introducing Chance UK

Chance UK is an award-winning early intervention children's charity founded in 1995. Our vision is for every child in the UK to feel happy about themselves, realise their potential, and be confident in their ability to build a brighter future.

The Charity provides a range of solutions focused support for children aged 5-13 and their parents and carers. We pride ourselves on developing evidence-based services, which put children at the heart of our work, and our services are designed to build social and emotional skills and resilience.

We are at the start of an ambitious 5-year strategy, which aims to help more children and families, expand the range of services we provide as well as challenging inequalities we see in the system and amplifying the voices of children and families we support.

Please note that Chance UK is committed to safeguarding and promoting the welfare of children and young people and therefore our recruitment process for this post will include an enhanced DBS check.

Post: Services Lead

Reporting to: Head of Service and Operations

Direct reports: Youth Work Managers and Parent Programme Managers

Salary: £38 063

Hours: 37.5 hours per week, weekend and evening work are regular and mandatory requirements

Role purpose

Chance UK are looking for a highly motivated and innovative professional to join us in the role of Service Lead. The role will manage a team of Youth Worker Managers and Parent Programme Managers to grow and develop Chance UK services, focussing on the 5-13 age group.

We are looking for an experienced, dynamic, qualified professional with significant experience of managing excellent universal Youth Work programmes for large numbers of children and young people. Someone who is willing to participate in change and develop growth, supporting expansion into new geographical areas.

You will support and develop the Managers, identifying and cultivating existing and new programmes of activity for young people across Chance UK's services. You will introduce continual improvements and ensure best practice in all service delivery whilst managing and achieving in line with KPIs.

Scaling up whilst delivering a high quality and meaningful experience is one of the biggest challenges for the organisation this year and this role will support the team to do just that. In particular the Service Leads will help identify where we can improve the way we work and provide additional case support for Youth Work Managers and Parent Programme Managers, ensuring delivery is on time and contracts are of quality, reported appropriate and owned.

About you

The successful candidate will have significant experience of direct support and supervision within a youth service, managing staff and performance, contracts and quality assurance. We are looking for someone who will take a highly flexible approach to their working pattern and role model professional boundaries to ensure high quality management. To be considered for this post it is essential that you have a proven record of management and supporting teams including delivery of high quality services and interventions to a range of children. It is also a pre-requisite that you possess knowledge and understanding of legislative framework and policies relating to children's services. This includes safeguarding, child protection and criminal justice.

Role Competencies

1. Ownership and accountability of contract performance and delivery. Developing delivery plans in line with contractual requirements. Leading the Youth Worker Manager team to deliver in a timely way, responsive to the changing need of children and families and in line with the organisation's strategic objectives and values.
2. Leading their direct reports to successfully guide their teams in the CUK approaches and ensuring they are consistently used in all our work. Ensuring their teams work in a collaborative way internally and externally. Setting high quality standard or practice in all our delivery in order to achieve good outcomes for Children and Families and bringing appropriate insights from the broader sector into the organisation.
3. Interpreting and explaining organisational policies to Youth Worker Managers. Nurturing a culture of continuous improvement, championing outstanding practice and creating opportunities to identify, address and root out challenges in order to resolve these. Being accountable for high standards of service and behaviours in line with organisations Values.
4. Leads the Youth Worker Manager Team and Parent Programme Team to ensure that all Practice protects children and vulnerable adults and ensures that all staff are aware of their legal and moral responsibility to keep children, families and staff safe. Nurtures a culture where staff have the knowledge and expertise to proactively challenge poor practice and behaviours to ensure we continue to deliver high standards for all.

Duties and responsibilities

- To be accountable for the delivery of high quality services across multiple services in line with contract timelines and budget as agreed with Head of Services.
- To develop service delivery plans for individual projects or contracts and the mobilisation of these. To work collaboratively to develop the organisations overall service delivery plan.
- Service Leads to work together to ensure a shared and owned workload specific to contract responsibility and quality assurance, utilising existing systems and ensuring they are accountable to reporting.

- To develop and motivate the Managers in essential leadership skills and supervisory support to provide an exceptional offer for young people and coaching them to achieve their full potential
- Delivering a strong performance management culture: Ensuring Case File Audits are delivered on time and information is translated ensuring accurate recording of information and data. Developing plans for improvement where needed and supporting managers to improve individual or team performance where needed.
- Reporting to the Senior Management Team on the performance of delivery against contract targets and sharing insights and case studies to promote the work of the organisation and our impact.
- Acting as Deputy Designated Safeguarding Lead and working the on-call safeguarding line on a rota system
- Ensuring child protection procedures are followed and that the safeguarding of children and young people is paramount. Ensuring that Safeguarding learning and best practice is shared throughout the whole service
- Assist in the recruitment of a high quality, motivated team of staff.
- Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes.
- Developing and maintaining strong community relationships with external stakeholders i.e. schools and social care and developing relationships with appropriate networks in all area. Exploring areas for joint working where appropriate.
- Ensuring that all delivery activities are delivered within budget and evaluated according to the project framework.
- Management of delivery activities budget across multiple project streams.
- Developing and building expertise with the team around our key approaches of being Solutions Focused and Trauma Informed, increasing collaboration and learning across teams delivering different programmes.

Person Specification

Person specification and selection criteria A= Application form, I = Interview, T= Task	Essential Or Desirable	Method of Assessment
Experience		
Experience of Supporting Managers to develop, maintain and monitor the organisations service plan and ensuring this is delivered on time.	Essential	A & I
Sound experience of monitoring, timely reporting, compiling detailed reports and meeting deadlines internal and external	Essential	A & I
Experienced in and sound knowledge of developing Delivery Plans and guiding others to do so with SMART goals, KPI and accountabilities	Essential	A & I
Experience in auditing and quality assuring to ensure that outcomes are met through systems of practice	Essential	A & I
Understanding and knowledge of providing an overview of the local picture ensuring that this is reflected in our practice	Essential	A & I
Experienced in responding to Safeguarding concerns and identifying key emerging themes, escalating to appropriate channels	Essential	A & I
Experience of managing difficult conversations and working with individuals and groups to ensure team work is effective	Essential	A & I
Experienced in connecting communities and taking joint ownership of building networks and with commission groups to build on new and existing partnerships	Essential	A, I & T

Experience working with children in social work, Youth Work, education, voluntary sector or related area.	Essential	A, I & T
Has a good understanding of the effect of emotional intelligence on communication and team dynamics	Essential	A & I
Experience in building a variety of projects from the ground including large scale needs assessing leading to building new initiatives implementing in areas where they have not been present before	Essential	A, I & T
Experience and knowledge in managing budgets and completing successful funding applications and resource management	Essential	A & I
Knowledge of legislative and policy framework for the delivery of safeguarding services to vulnerable groups of young people, Including risk assessment and lone working.	Essential	A & I
Applied understanding of equal opportunities and anti-discriminatory practice and their importance in working with young people.	Essential	A & I
Educational / Vocational qualifications		
Degree level qualification in any of the following professions: Social Work (HCPC registered), Youth and Community work, Probation or Education / Or a relevant qualification such as Youth Justice, Psychology, Counselling, or Substance misuse	Essential	A
A professional Youth Work Qualification	Desirable	A
GCSE or equivalent numeracy and literacy	Essential	A
Skills		
Skilled in monitoring and ensuring that the teams' data is kept up to date so that we are able to report internally and externally in a full and timely way on our work.	Essential	A & I
Skilled in Working with the Senior Managers and the team to use this data and other insights to identify areas where we can improve the way we work, how to achieve this and supporting the team to change practice accordingly.	Essential	A & I
Able to represent chance UK internally and externally by modeling best practice and translating detailed information to a number of different audiences	Essential	A & I
Skilled in speaking out new opportunities for Chance UK growth, and able to develop proposals based on evidence and needs assessments	Essential	A & I
Solution focused, pre-empting problems by seeking guidance from peers or taking action and presenting	Essential	A & I
Discreet in dealing with sensitive and confidential information.	Essential	A & I
Conducts in an affirming, Leading and Approachable Manner	Essential	A & I
Effective people management and coaching skills	Essential	A & I
Very good organizational and administration skills with proficiency in Microsoft Office or a CRM system	Essential	A & I

The job description is a general outline of the job duties and responsibilities and may be amended as the project develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.